

Modoc County Care and Shelter Plan

I. Introduction

The Modoc County mass care and shelter plan is a team effort, which includes the County of Modoc and the American Red Cross (ARC), Shasta Area Chapter. Mass care and shelter is an organized way of providing safe havens for large numbers of people temporarily displaced from their dwellings by natural, technological or man-made emergencies or disasters. This plan is specifically designed to address the need for temporary shelter during large-scale emergencies and/or major disasters. This plan does not apply to day-to-day emergencies.

II. Purpose

The purpose and objectives of this plan are to:

- ◆ To recognize the respective roles and responsibilities of the County Department of Employment and Social Services (DESS), County Department of Public Health (DPH), County Department of Behavioral Health (DBH), County Office of Emergency Services (OES) and their relationships with the American Red Cross (ARC) for disaster response and recovery in Modoc County.
- ◆ To serve as a basis for mutual understanding and collaboration by which the resources of ARC and the above mentioned agencies can be most effective for the relief of all persons affected by natural disasters, terrorism, and other emergencies and civil disorders.
- ◆ To describe the activation and operations of Emergency Operation Center (EOC) with respect to care and shelter activities.

III. Authorities

The following authorities assign specific responsibilities during a major disaster:

1. By Congressional Charter, the American Red Cross is chartered to undertake activities for the purpose of mitigating human suffering caused by all natural disasters and emergencies.
 - a. In times of major disasters or other emergencies, the ARC shall work with the County Department of Human/Social Services to provide staff with the skills and training most readily adaptable to both local and ARC response and relief programs
2. California State Emergency Plan

3. The provision of emergency services falls with the authority of the State-supervised and County-administered public social services. In case of a duly proclaimed local emergency, a declared state of emergency, or state of war emergency, public employees are considered disaster service workers (California Labor Code section 3211.92 and California Government Code Section 3100 et seq). Disaster service workers may support mass care and shelter.
4. California Code of Regulations, Title 19, Division 2, Chapter 1 the Standardized Emergency Management System Regulations (SEMS). Mandated by Senate Bill 1841. The law is in Section 86970 (a) and Section 88606 (b).
5. Modoc County Code Chapter 8 Emergency Services, paragraph 8-1 to 8-12.
6. The California Natural Disaster Act. The act has funds which local government may apply to assist in offsetting emergency response cost.
7. The Robert T. Stafford Act (Public Law 93-288 as amended in 1988). Access to this assistance requires a presidential declaration of an emergency or a major disaster. A federal declaration can only be requested by the Governor and may be granted by the president. Local Boards of Supervisors may request the Governor to declare all or parts of their jurisdictions "disaster areas" which, if approved, will allow them to seek funds from the California Natural Disaster Act and/or federal disaster assistance.
8. The Modoc County Emergency Operations Plan (EOP), as adopted by the Board of Supervisors, provides county-level guidance for all phases of emergencies. Adopted annexes to the EOP provide in-depth coverage of specific hazards or response needs. This Care and Shelter Plan is an annex to the EOP.

IV. Emergency Organization

A. Office of Emergency Services

The primary mission of the Office of Emergency Services is to coordinate preparedness, response, recovery, and mitigation operations for multiple jurisdictional and/or multiple agency emergencies or disasters.

B. Standardized Emergency Management System (SEMS)

SEMS is intended to standardize response to emergencies involving multiple jurisdictions and/or multiple agencies. SEMS requires emergency response agencies to use basic principles and components of emergency management including the Incident Command System (ICS), multi-agency or inter-agency coordination, the operational area concept, and the established mutual aid systems.

C. National Incident Management System (NIMS)

The National Incident Management System (NIMS) integrates effective practices in emergency preparedness and response into a comprehensive national framework for incident management. The NIMS enables responders at all levels to work together more effectively to manage domestic incidents no matter what the cause, size or complexity.

The benefits of the NIMS system are:

- Standardized organizational structures, processes, and personnel qualifications standards;
- Equipment acquisition and certification standards;
- Interoperable communications processes, procedures and systems;
- Information management systems; and
- Supporting technologies – voice and data communications systems, information systems, data display systems and specialized technologies.

D. Response Information Management System (RIMS)

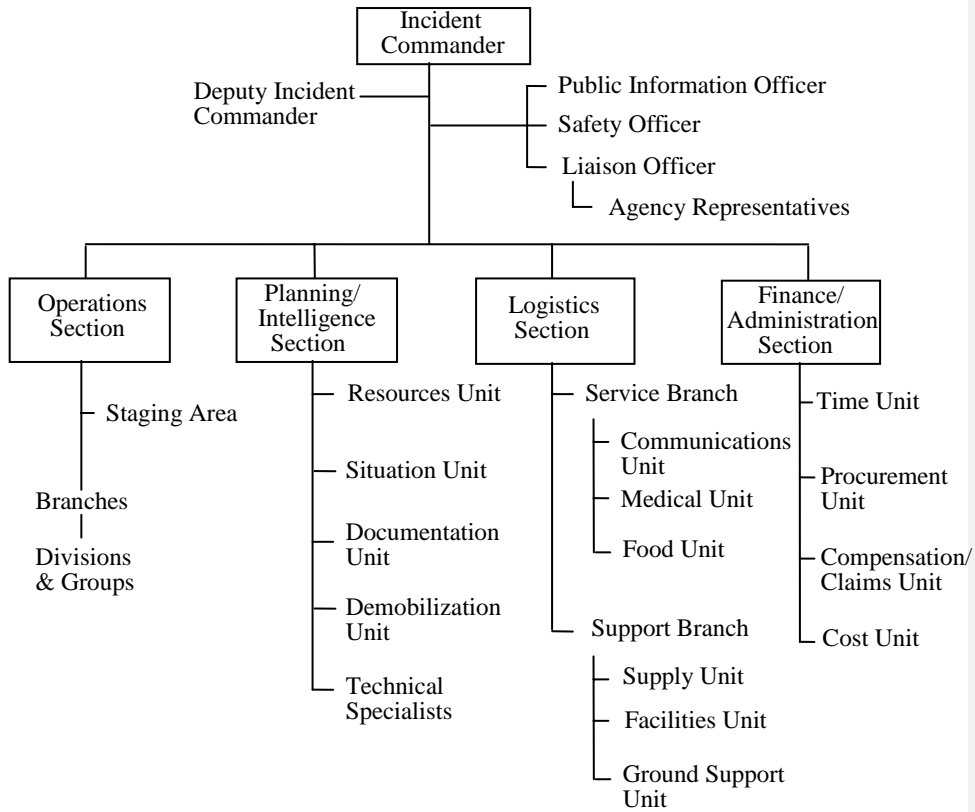
RIMS is California's web-based system for reporting disaster information on a timely basis to the Regional Operations Center (REOC) and/or State Operations Center (SOC).

E. Emergency Operations Center (EOC)

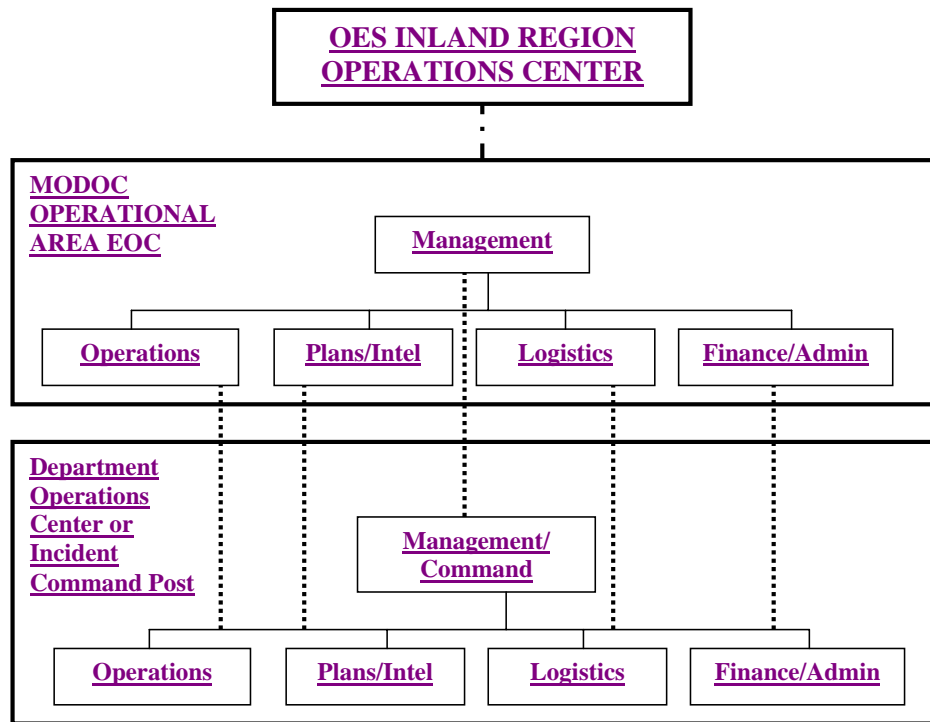
The location in which the County Office of Emergency Services coordinates response during multiple jurisdictional and/or multiple agency disasters is called the Emergency Operations Center.

During disasters the EOC activates various governmental agencies and organizations within the Modoc County operational area.

MODOC COUNTY INCIDENT COMMAND SYSTEM ORGANIZATIONAL CHART



INFORMATION FLOW BETWEEN LEVELS

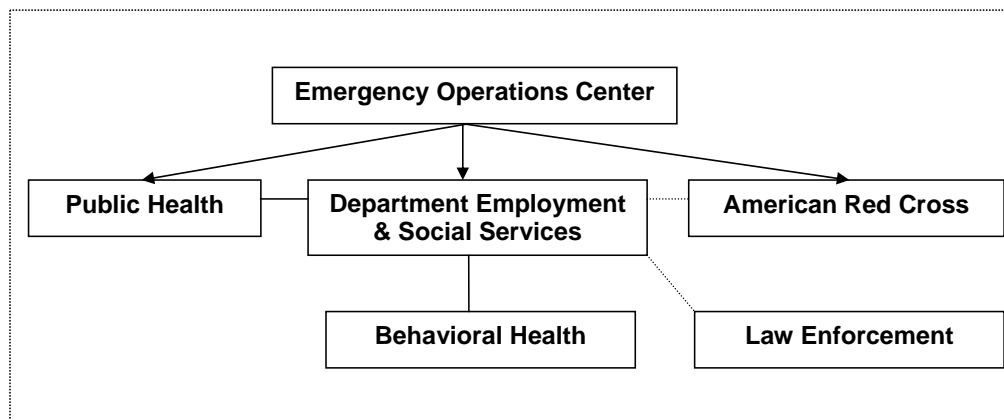


Care and Shelter Example:

- The DOC or Incident Commander (IC) and staff determine that a shelter is needed.
- The DOC Director or IC directs their Operations Chief to notify Operations in the EOC.
- EOC Operations informs the rest of the EOC Management and General Staff of the need.
- The EOC Operations Section Coordinator activates the Care and Shelter function, contacting DESS to assign a person to the function. While waiting for the person to report, he/she assures that the function is carried out, including initiating contact with ARC.
- EOC Plans/Intel gathers information from the DOC/ICP relating to the need.
- EOC Logistics identifies the most suitable Shelter locations and discusses with Care & Shelter Coordinator. They recommend a location to the EOC Operations Section Coordinator for approval.
- EOC Operations notifies DOC/ICP Operations of progress.

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NOTIFICATION TO OPEN EMERGENCY SHELTERS



The EOC Director, in consultation with EOC staff, makes the decision to open an emergency shelter. The request may come to the EOC from an incident commander in the field or from a department operations center.

The EOC, in consultation with the Department of Employment and Social Services determines, which shelter location(s) to utilize. Shelter locations should be identified ahead of time and agreements established for their use.

The American Red Cross opens the shelter. (?How to open a shelter when ARC is three hours away??)

The Department of Employment and Social Services assesses appropriate shelter response and mobilizes their Department Civil Disaster Team to staff the shelter.

The Department of Social Services will contact the Department of Public Health and Department of Behavioral Health (? Is this the correct title of the department in Modoc?) if shelter staffing assistance is needed.

Contact Responsibilities:

- Emergency Operations Center: Individual fulfilling the care and shelter coordination function (may be the Care and Shelter Coordinator or Branch Director, Operations Section Coordinator, or EOC Director)

- American Red Cross: Director, Emergency Services
- Employment & Social Services: Assistant Director
- Public Health: Health Officer or designee
- Behavioral Health: Behavioral Health Crisis Line

V. Responsibilities

Department of Employment and Social Services (DE)

- Coordinate the Department of Employment's response to disasters and emergencies.
- Provide Department of Employment staffing and assist ARC in the operation of Shelters during disasters and emergencies.
- Provide a Department of Employment representative to respond to EOC.
- Work in cooperation with other agencies to identify solutions for needs that arise during the Shelter operation.

Department Social Services (DSS)

- Coordinate the Social Service Department's response to disasters and emergencies.
- Provide Social Service Department staffing and assist ARC in the operation of Shelters during disasters and emergencies
- Provide a Social Service department representative to respond to EOC.
- Coordinate needs for public assistance programs, adult/child protective services and administrative needs.
- Work in cooperation with other agencies to identify solutions for needs that arise during the Shelter operation.
- Coordinate needs for public assistance programs, adult/child protective services and administrative needs.
- Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster;
- Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases;
- Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster;
- Preserve essential child welfare program records; and
- When placement of child is made out of county, a copy of that counties disasters plan will be attained in case of emergencies
- Coordinate child welfare services and share information with other states.

Department of Public Health (DPH)

- Coordinates the Public Health Department's response to disasters and emergencies.

- Has primary responsibility for coordination of services in promoting the public health of the community.
- As deemed appropriate by the Health Officer, will provide qualified staff to evaluate/assess the health conditions and needs of evacuees.
- Provides consultation to the ARC shelter nurse regarding health assessments and referrals.
- Coordinates jointly with ARC, OES, primary caregivers, and primary care providers for the transferal of all persons requiring a special needs shelter for the medically fragile.
- Requests assistance from OES for medical needs as necessary.

Department of Behavioral Health (DBH)

- Work in cooperation with ARC, OES, DESS and DPH to prepare and respond to the emotional needs of those special needs populations who fall beyond the scope of the ARC.
- Provide behavioral health oversight at the ARC shelter, as needed.
- Provides appropriately trained and qualified staff to evaluate/assess the conditions and needs of evacuees and prepare for triage to appropriate locations, when requested.
- Provide mental health crisis intervention with difficult people.
- Provide crisis debriefing.

American Red Cross

- Assist the County to identify shelter sites.
- Open and close shelters.
- Provide for shelter operations including personnel and supplies.
- Access needed resources.
- Establish mass feeding.
- Supply a nurse either at the shelter site, or one on call readily available to the shelter.

VI. Pre-Disaster Planning

The Modoc County Disaster Council is empowered to develop emergency plans for adoption by the Board of Supervisors. DESS has the technical lead for the Care and Shelter Plan. County OES will assist and support the planning effort. Department with specific responsibilities identified in the Plan will develop their own Standard Operating Procedures (SOPs) to carry out those responsibilities when guidance beyond the scope of the Care and Shelter Plan is needed.

Participating County Departments will work with ARC and County OES to ensure that all Emergency Response Team members assigned to the shelter function are trained in the following ARC courses:

- “Introduction to Disaster Services”
- “Mass Care – An Overview”
- “Shelter Operations”
- IS-700 NIMS Awareness
- ICS 100
- ICS 200 (For certain shelter management assignments)
- Any other training mandated by federal or state shelter requirements

Other training may include:

- ARC basic first aid
- CPR

Staff assigned to work in the EOC will receive additional training to include EOC operations, SEMS, RIMS and/or other related courses and workshops.

VII. Disaster Operations

Care and Shelter Coordinator

The Care and Shelter Coordinator is responsible for the implementation of this plan. The Care and Shelter Coordinator operates as a single resource in the Operations Section in the EOC and is the principal communications link to other County departments and responding agencies on Care and Shelter issues. (This function will be handled by the Operations Section Coordinator if the event is not large enough or complex enough to activate a separate position. It could also be activated as a Branch Director or Group Supervisor depending on the span-of-control and complexity.)

Other responsibilities include;

1. The determination of care and shelter needs in the operational area;
2. Providing the Operations Section Coordinator with information necessary to develop the Action Plan:
 - a. Care and Shelter Goals and objectives
 - b. Strategies to meet objectives
 - c. Resource needs communicated from the field level
3. Work with the Plans and Intelligence Section, Department Operations Centers, and the field level to be aware of all mass care activities conducted in the operational area in order to make accurate assessments and to be able to identify new and continuing needs within the operational area.

Shelter Operations

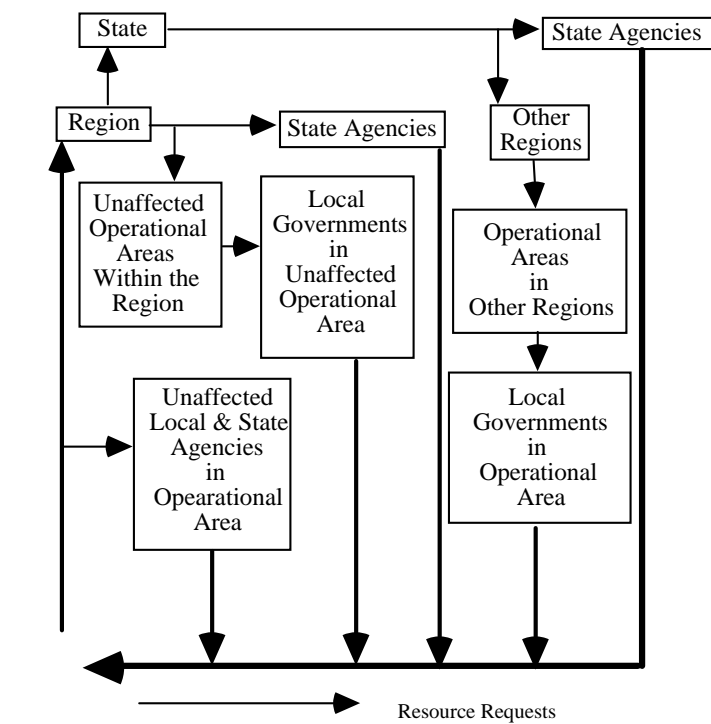
The American Red Cross is the point-of-service care and shelter provider. Under this plan the ARC handles primary responsibility for all shelter functions. ARC will open shelters where and when the need becomes apparent.

- Supervisory staff assigned to Care and Shelter operations shall receive and maintain shelter management kits.
- County vehicles shall be used to support operations. In cases where county vehicles are not available, request for vehicles shall be made to the EOC.
- Shelter security may be provided from one or more of the following sources:
 - County Sheriff
 - City Police
 - Welfare Fraud Unit
 - Private Security

Mutual Aid

The California emergency system is built upon the California Emergency and Civil Defense Master Mutual Aid Agreement. Most cities and counties are signatories to this agreement. The agreement states that mutual aid is freely given without either the giver or receiver expecting reimbursement. The system is designed to ensure that additional resources are made available to a jurisdiction when their own resources are nearing exhaustion. Mutual aid is a voluntary system. The Governor can make it mandatory under a state of emergency. This has never happened. Requests for mutual aid is to be made first to the EOC Operations Section Coordinator. If the Operational Area is unable to fill, the request it will then be passed to the Region and then to the State level if necessary. Depending upon the size and magnitude of the disaster the state may elect to request federal assistance and ask for the implementation of the Federal Response Plan.

MUTUAL AID PROCESS: GENERAL FLOW OF REQUESTS AND RESOURCES



Record Keeping

An accurate record keeping and tracking system of staff temporarily assigned to emergency functions during a disaster is imperative. These records may be requested from City or County fiscal management offices to substantiate reimbursable costs claimed against the state or federal government relief programs. The Logistics Section is responsible for maintaining records on resources requested, assigned and released. The Administration/Finance section maintains time records for both personnel and equipment.

Record collection should include all documentation required by federal and state disaster shelter requirements including but not limited to:

- ICS Form 214 – Activity Log.
- Classification
- Disaster Assignment
- Date and Place assigned

- Specific work performed
- When released from temporary disaster assignment
- Days and hours worked
- Cost related to travel. Include transportation, lodging and meals
- Purchases of supplies, equipment or services.

Public Information

During disasters, members of the news media will try and interview disaster workers or survivors inside shelters. Media should be referred to the EOC or Incident Public Information Officer who will coordinate any requests for interviews. In cooperation with the PIO, shelter staff may speak to the news media regarding activities within shelters. These interviews should be conducted using ARC media guidelines. These guidelines include:

- The shelter manager will first approve all interviews.
- Staff may only give answers concerning their assignment.
- Staff may not guess at information, but give only facts.
- Disaster clients will not be shown on television or interviewed without their permission. Interviews when possible, should be conducted outside of the shelters as not to interfere with others.
- Staff will not discuss operations, except in the location in which they are assigned. Any questions regarding the overall care and shelter operation should be directed to the information Officer.

VIII. After Disaster Operations

Employee After Action Debriefing

All employees who work on disaster assignments should be debriefed as to their experiences. The Care and Shelter Coordinator will ensure that the results of these job debriefings will be included in the mandatory After Action Report prepared by EOC Management and General Staff.

All employees should be encouraged to participate in critical incident stress debriefings conducted by trained personnel. Those needing additional assistance will be referred to Behavioral Health.

After Action Report (AARS)

Following all major emergencies or disasters, the Care and Shelter Coordinator will participate in preparation of an After Action Report by the EOC. Individual departments and agencies may also prepare AARs specific to their operations. An AAR shall include:

- NIMS Report

- A brief description of the event
- A brief description of the preparing entity's role in the event.
- The impact on department operations
- Lessons learned
- A corrective Action plan including target dates

The After Action Report and the Corrective Action Plan are tools to improve operations in future events. As such, they must not only be honestly and critically prepared but must be studied and corrective actions carried out.

Plan Review and Revision

All plans are dynamic. No plan can be expected to address every potential problem or prescribe the correct action. However, all plans should be reviewed no later than February 1 each year and updated accordingly. Updates should be given to the Office of Emergency Services and a copy forwarded to the:

California Department of Social Services
Disaster and Safety Services Bureau
744 P Street MS 19-43
Sacramento, CA 95814

APPENDIX

APPENDIX I	CHECKLIST FOR ALL DISASTERS
APPENDIX II	MODOC EOC ICS 214 – UNIT LOG
APPENDIX III	SHELTER CHECK-IN LOG
APPENDIX IV	SHELTER STATUS REPORT
APPENDIX V	LARGE-SCALE EVACUATIONS & MEDICAL SHELTERS
APPENDIX VI	ACRONYMS

APPENDIX I

CHECKLIST FOR ALL DISASTERS

NOTE: See also EOP checklists

Before an Emergency

Started/Completed

Notes

- Identify organizations that will manage shelters
- Make sure shelter managers have made arrangements for 24-hour access to buildings at shelter locations.
- Coordinate with the Red Cross to plan for first aid at shelters.
- Develop procedures for dealing with people who want to bring pets to shelters.
- Identify sources of shelter supplies (including food and water).

During an Emergency

Notes

Started/Completed

- Respond to the Emergency Operations Center (EOC), if activated.
- While in the EOC, identify yourself according to EOC Standard Operating Procedures.
- Maintain an Activity Log (ICS Form 214).
- Request food, equipment; and other supplies needed to support mass care facilities.
- If evacuation is ordered, activate mass care facilities in reception areas.
- Notify Red Cross to open shelters.
- Keep the Information Officer informed.

- Receive, shelter, and care for evacuees.
- Periodically poll mass care facilities to determine evacuee load and support requirements.
- Assess the requirements for shelter and mass feeding.
- Determine which pre-selected shelters and Welfare inquiry Centers will be needed and if they are functional.
- If necessary, provide shelter outside the local area (work through mutual aid channels).
- Establish alternative communications links where needed.
- Coordinate with Red Cross and other emergency welfare agencies (i.e., Salvation Army, church groups and other service agencies)
- Evacuate and relocate any mass care facilities, which become endangered by any hazardous conditions.
- Assist in the evacuation of institutionalized persons if threatened areas.
- Maintain updated list of victims and their locations.
- Coordinate with Transportation Unit to transport evacuees to and from Centers.
- Record and evaluate information regarding requests, activities, expenditures, damages and casualties.
- Continue to reassess needs and disaster conditions.
- In cooperation with the Red Cross, assist with the registration of evacuees, the listing of casualties, and handling welfare inquiries.
- Determine number of evacuees who need emergency and temporary housing.
- In coordination with the Red Cross, Salvation Army, and state and federal agencies, locate and allocate emergency and temporary housing.

- Work with Behavioral Health to provide counseling for shelterees.
- Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster.
- Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases.
- Remain in communication with child welfare caseworkers and other essential child welfare personnel who are displaced because of a disaster.
- Preserve essential child welfare program records.
- Coordinate child welfare services and share information with other states.

After the Emergency

Started/Completed

Notes

- Move displaced persons to improved quarters.
- Continue shelter, mass feeding and welfare inquiry services until they are no longer required.
- Forward all non-financial records to Logistics Section Chief
- Assemble and check financial records; forward to Finance.
- Make suggestions for corrections or changes to the Care and Shelter Annex.

APPENDIX II

UNIT LOG

Incident Name:		Date/Time Prepared:	Page _____ of _____
Operational Period #	Operational Period Date/Time From: To:		
Unit Name/Designator		Unit Leader (Name & Position):	

Time	Activity/Events

Prepared By:	Agency Name:	EOC Position:
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APPENDIX IV

Shelter Status

WHAT IS THE STATUS OF THE SHELTER?			
Status:			
WHAT INFORMATION CAN YOU PROVIDE ABOUT THE SHELTER?			
Name:			
Type of Shelter:			
Capacity of Shelter:	Currently Sheltered:	Available:	
Agency Running Shelter: (Name, Phone, etc.,)			
Incident:			
Contact Person(s): (Name, Phone, etc.,)			
Critical Issues:			
Site Name:		Site Location:	
Street Address:		City:	
Intersection - Street 1		Intersection – Street 2	
Additional Location Information:			
WHAT DETAILS CAN YOU PROVIDE ABOUT THE SHELTER?			
Power:	Y/N	Generator Y/N	Air Conditioning: Y/N
Heat:	Y/N		Water: Y/N
Lavatories:	Y/N	If Yes #	Medial Services: Y/N
Counselors(s):		Linguist(s)	
Comments:			

APPENDIX V

Standard Emergency Management System Planning Considerations

Resources for large-scale evacuations and medical shelters:

Large-scale Evacuations

The Governor's Office of Emergency Services in conjunction with California Department of Social Services, has developed protocols for large-scale evacuations that require the movement of evacuee's from/or between jurisdictions and/or operational areas. Copies of the report are available on request from the State OES Planning, Training and Assistance Branch.

Procedures for these evacuations are contained in "Guidelines for Inter-County Sheltering Caused by Large Scale Evacuations of People." Copies of this document will be available in the Department of Employment and Social Services Civil Disaster Red Boxes.

Medical Shelters

The State Emergency Medical Services Authority in conjunction with the Governor's Office of Emergency Services has developed recommendations and proposed standards for medical shelters. This office should be consulted for the latest information regarding sheltering the medically fragile.

Copies of the local emergency preparedness planners' guide for care and sheltering of the medically fragile titled "Shelter Medical Group Tool Kit" are available in the Department of Employment and Social Services Civil Disaster Red Boxes.

APPENDIX VI

Acronyms

AAR	After Action Report
ARC	American Red Cross
CBO	Community Based Organization
CERT	Community Emergency Response Team
CPR	Cardiopulmonary Resuscitation
DBH	Department Behavioral Health
DESS	Department of Employment and Social Services
DMAT	Disaster Medical Assistance Team
DPH	Department Public Health
DWI	Disaster Welfare Inquiry
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ERV	Emergency Response Vehicle (Red Cross)
FEMA	Federal Emergency Management Agency
GIS	Geographical Information System
ICP	Incident Command Post
ICS	Incident Command System
IO	Information Officer
JIC	Joint Information Center
MCS	Mass Care Shelter
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NIMS	National Incident Management System
OES	Office Emergency Services
PTAB	State OES Planning, Training and Assistance Branch
REOC	Regional Emergency Operations Center
RIMS	Response Information Management System
SEMS	Standard Emergency Management System
SOPs	Standard Operating Procedures
UC	Unified Command